

# Annual Report

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**City of San José**

**RENT  
STABILIZATION  
PROGRAM**

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**2017-2018**

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**Rent Stabilization Program**  
**City of San José, Housing Department**  
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# INTRODUCTION

The Rent Stabilization Program's mission is to oversee the City of San José's apartment and mobilehome ordinances through education, engagement, and collaboration to build and maintain safe, healthy, and sustainable communities.

This report is a summary of program activity including policy actions, public contacts, and petitions filed from 2017-2018.

## Rent Stabilization Program Staff

- **Rachel VanderVeen**  
Deputy Director
- **Fred Tran**  
Program Manager
- **Christopher Alexander**  
Deputy City Attorney
- **Theresa Ramos**  
Senior Analyst
- **Ramo Pinjic**  
Analyst
- **Hanh Le**  
Analyst
- **Jennifer Guzman**  
Analyst
- **Monica Velarde**  
Analyst
- **Viviane Nguyen**  
Analyst
- **Sara Wright**  
Staff Technician
- **Mari Padilla**  
Staff Specialist





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# EXECUTIVE SUMMARY

This report summarizes the Rent Stabilization Program's accomplishments and data outcomes for activities from July 1, 2017 to June 30, 2018.

## Program Overview

The Rent Stabilization Program provides various services to owners, tenants, residents and stakeholders of apartments and mobilehomes.

### The primary services include:

- **staffing the daily information lines** (phone, e-mail, mail, faxes) to respond to general inquiries, and meeting in person with owners and tenants to discuss process and options;
- **policy development and implementation;**
- **managing submission of notices of termination of tenancy**, including reviewing submitted notices and analyzing trends;
- **managing tenant and owner petitions** through case management, scheduling mediations or administrative hearings with contracted hearing officers, or developing administrative decisions; and
- **creating and implementing outreach strategies**, including mass mailings, presentations to community groups, site visits to apartment complexes, fact sheets and brochures, website updates, and multilingual workshops.

## Workload Summary

**162**

petitions filed

**5,615**

inquiries addressed

**533**

inquiries received in languages other than English

**18**

public meetings held on ordinance changes and program updates

**30**

community outreach events held

# EXECUTIVE SUMMARY

## Status of Rent Stabilized Housing

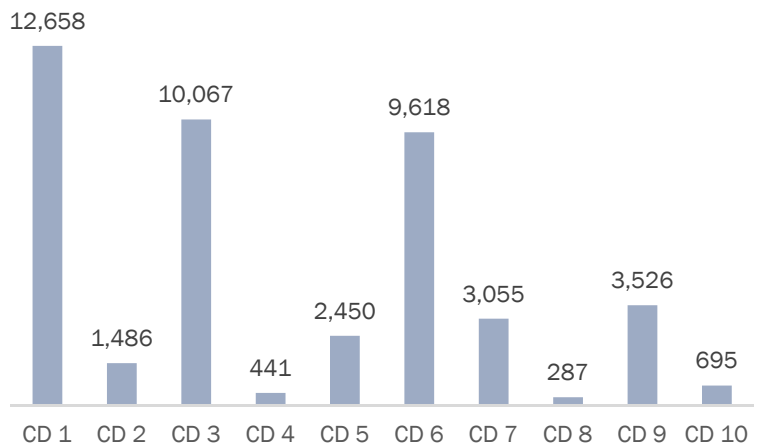
The housing stock that falls under the jurisdiction of the Rent Stabilization Program includes:

### Apartments

<b>Rent Stabilized Apartments</b> Covered by the Apartment Rent Ordinance, Tenant Protection Ordinance, and Ellis Act Ordinance	<b>39,009</b>
<b>Non-Rent Stabilized Apartments</b> Covered by the Tenant Protection Ordinance and Ellis Act Ordinance	<b>48,991</b>
<b>Total</b>	<b>88,000</b>

SOURCE: City of San José, Housing Department – Multiple Housing Roster 2018

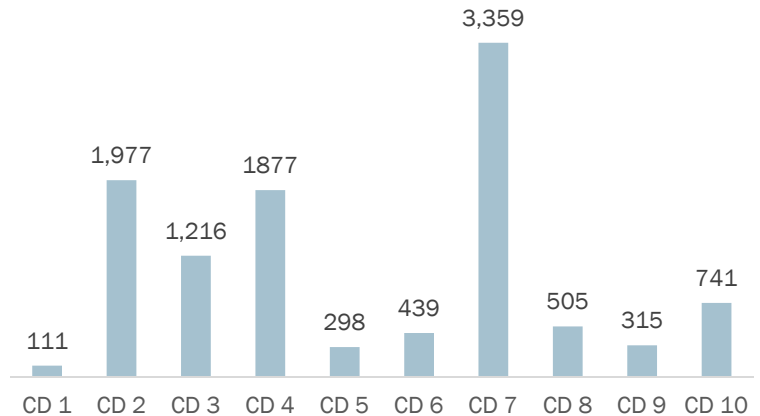
ARO Units by City Council District



SOURCE: Economic Roundtable Study, “City of San José ARO” – 2016  
 Note: Affordable units were not excluded from the analysis, resulting in a sum different from 88,000 units determined by Staff using the 2018 Multiple Housing Roster.

### Mobilehomes

<b>Mobilehome Space</b>	<b>10,840</b>
<b>Mobilehome Parks</b> Covered by the Mobilehome Rent Ordinance	<b>59</b>



SOURCE: Housing Community Development and Landlord Self Reporting – 2018

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# EXECUTIVE SUMMARY

## New Developments & Accomplishments in 2017-2018

### Program Improvements

<b>Updated Apartment Rent Ordinance (ARO) Regulations</b>	In fall 2017 and spring 2018, City Council made substantial amendments to the ARO. Those amendments include an updated hearing process, rent registry, capital improvement, and refined fair return process. The Regulations were updated on June 28, 2018, providing the process to administer RUBS petitions.
<b>Award of \$500K for Legal Services for Low-Income Tenants and Landlords Program</b>	On February 21, 2018, the Housing Department announced a RFP for Legal Services for Low-Income Tenants and Landlords Program. San José Housing Consortium, (comprised of Law Foundation, Bay Area Legal Aid, Senior Adults Legal Assistance, Asian Law Alliance, and Project Sentinel), was awarded a \$500,000 contract to provide legal education and services to tenants and landlords beginning fall 2018. The goal of the program is to increase housing stability by providing landlord/tenant counseling, education, referrals, and legal assistance to low-income tenants and landlords. Available legal assistance will include assistance with evictions under the City's TPO, and/or violations of the City's ARO. These services will also include outreach and education to low-income tenants and landlords citywide.
<b>Expanded and maintained the Rent Stabilization Program website</b>	The website has been updated with information on recent policy changes and updated forms and documents. It has also been restructured to improve the customer experience in navigating the webpages.

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## Program Improvements

<b>Staffing and fee Implementation</b>	<p>On November 14, 2017, the City Council approved the proposed staffing plan for the Rent Stabilization Program for the following positions:</p> <ul style="list-style-type: none"><li>• One Senior Analyst position,</li><li>• Three Analyst positions,</li><li>• One Public Information Representative, and</li><li>• One Legal Analyst in the City Attorney’s Office.</li></ul>
<b>Expanded tracking of notices of termination</b>	<p>Per the TPO, owners or managers of multi - unit properties in San José are required to submit notices of termination to our office. Staff has expanded the tracking process for submissions. The City received 9,304 notices for just cause terminations during FY 2017-2018.</p>
<b>Developing an online dashboard of notices of termination</b>	<p>The Rent Stabilization Program collaborated with the Center for Social Research at Calvin College to develop a Notice of Termination Dashboard on the platform Tableau for the public. This development is still in its prototype planned to be released for public view and information. The information on this dashboard is derived from the notices of terminations that the Rent Stabilization Program has received, including 3-30-60 day notices of terminations and summons and complaints.</p>
<b>Policy review of the Opt-In Concept</b>	<p>Since 2015, the City Council has taken several actions regarding mobilehome park preservation. One of those actions directed the Housing Department to explore the “Opt-In/Stay-In Business” (Opt-In) concept proposed by mobilehome park owners. Opt-In was intended to provide mobilehome park owners with financial incentives to make needed capital improvements in return for keeping parks operating for a defined period of time. In March 2018, City Council directed staff to no longer work on this proposal.</p>



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## Materials Developed

Created and updated owner and tenant petition forms	Following the amendments made at the November 14, 2017, and April 24, 2018, City Council meetings, staff created and updated ten new petition forms.
Created a guidebook, fact sheets, and postcards available in English, Spanish, and Vietnamese	In a continuing effort to increase knowledge and awareness of the ordinances among owners and tenants, the Program has provided guidebooks, fact sheets, and postcards featuring basic information about the ordinances in English, Spanish, and Vietnamese.
Created the required ARO notification posting	Owners are required to post a Notice of Apartment Rent Ordinance in a conspicuous location of their rent stabilized building (i.e. office, laundry room) to indicate that a property is covered by the ARO. This notification was provided to owner through a January 2018 mailing and is available on the Rent Stabilization Program's website and office.
Rent registry outreach materials and implementation plan	The City Council approved the creation of a rent registry to collect rent information and help monitor rental activity. On August 17, 2018, the online Rent Registry system was launched. Mailers were sent to property owners informing them about the new system. A user guide was developed and is available in multiple languages.
Responding to Ellis Act inquiries	Program staff continues to respond to owner and developer inquiries regarding the Ellis Act process. Specifically, Staff is developing a fact sheet that clarifies re-control requirements and right to return provisions under the Ellis Act Ordinance.
Mobilehome Rent Control Resource Guide and fact sheet	Program staff is currently updating the Mobilehome Resource Guide and Fact Sheet to share with the Mobilehome communities. The guide will include an overview of the Rent Control Ordinance, Park Roster, and Referrals and Resources. The fact sheet will outline the basics of the Mobilehome Rent Control Ordinance.



# ADMINISTRATION

The following groups oversee the housing policies impacting San José landlords and tenants whose properties are covered by the City's Apartment Rent Ordinance, Tenant Protection Ordinance, and Ellis Act:

- Rent Stabilization Program
- Hearing Officers
- Housing and Community Development Commission (HCDC)
- City Attorney's Office (CAO)

The following pages describe each unit's functions and duties.



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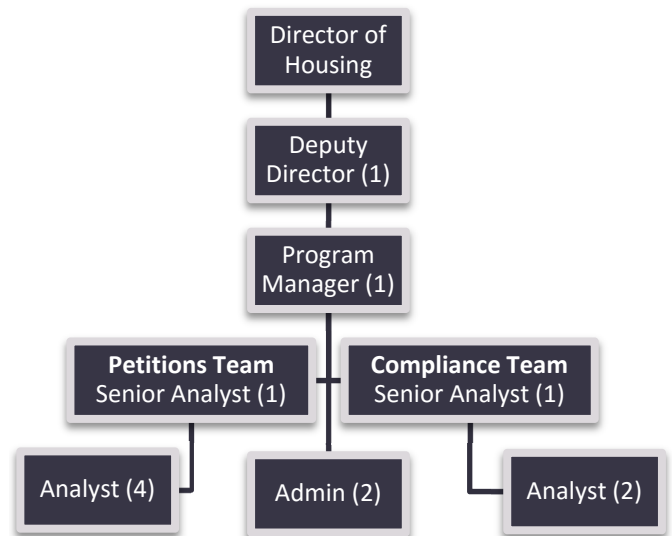
# ADMINISTRATION

## Rent Stabilization Program

The Deputy Director oversees the day-to-day functioning of the Rent Stabilization Program, including developing a budget, overseeing personnel, contracts and purchase. Each unit of the Rent Stabilization Program has a critical function.

- **Petitions Team:** The Petitions Team is responsible for accepting and reviewing petitions filed by landlords and tenants. The team is also responsible for scheduling hearings on the petitions and issuing administrative decisions consistent with the Ordinances and Regulations.
- **Compliance Team:** The Compliance Team is responsible for enforcing the Ordinances and Regulations.
- **Administrative Team:** The Administrative Team provides administrative support.

Staff Organization



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# ADMINISTRATION

## Hearing Officers

The Hearing Officers support the enforcement of Rent Stabilization Program's Ordinances. The Hearing Officers are third-party contracted attorneys or mediators who provide free-of-cost mediation services to help resolve landlord-tenant disputes. There are currently five hearing officers in the program and issue written decisions in accordance with the Apartment Rent Ordinance Regulations.

## Housing and Community Development Commission (HCDC)

The Housing and Community Development Commission (HCDC) is comprised of 13 appointed commissioners who are responsible for exercising the powers and performing the duties under City Policy 0-4. The HCDC also reviews the ordinances under the purview of the Rent Stabilization Program to propose appropriate changes to better implement and enforce the law. In addition, the HCDC reviews the Rent Stabilization Program fees and staffing proposals. The Commission consists of at least one representative from each of the following categories: ARO Tenant, ARO Landlord, Mobilehome Resident, Mobilehome Park Owner. The Commissioners are appointed by City Councilmembers. HCDC meetings are held on the second Tuesday of each month at 5:45 PM.

## City Attorney's Office (CAO)

The liaison from the City Attorney's Office advises the Rent Stabilization Program staff regarding interpretation of the Ordinances. The CAO review the staff reports and hearing decisions; drafts and updates both ordinances and regulations for Council to consider and adopt.



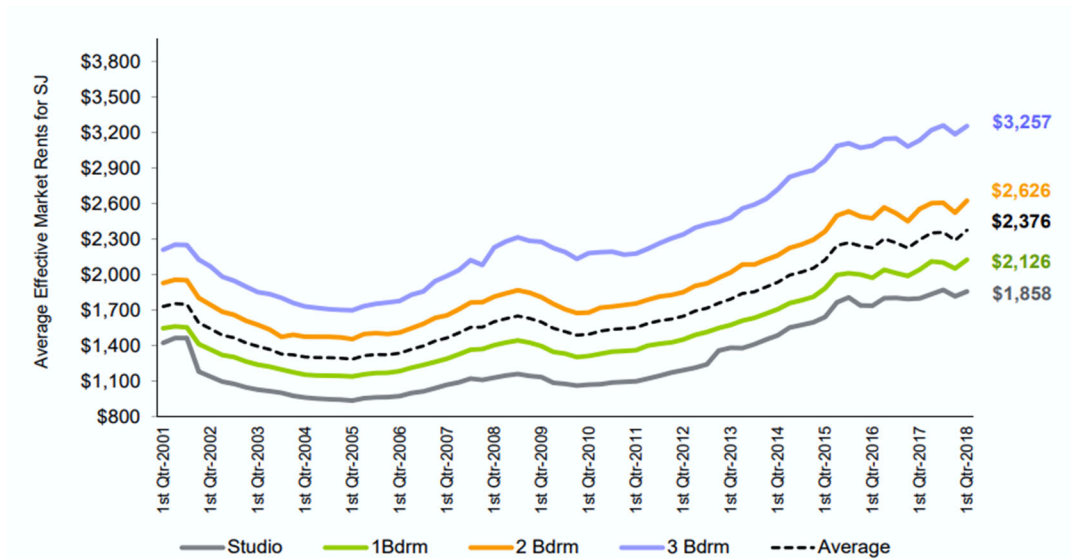


# HOUSING TRENDS

The City of San José has long been one of the most expensive cities to live in the country. San José continues to have a severe housing affordability crisis with one of the highest rates of rent increases in the nation.

According to Costar, April 2018, the median rental price for a two-bedroom apartment in San José was **\$2,626 per month**. Renters must earn **\$51 per hour** (\$105,040 per year) to afford this rent.<sup>1</sup>

**Average Rent for Apartments of All Sizes in San José**

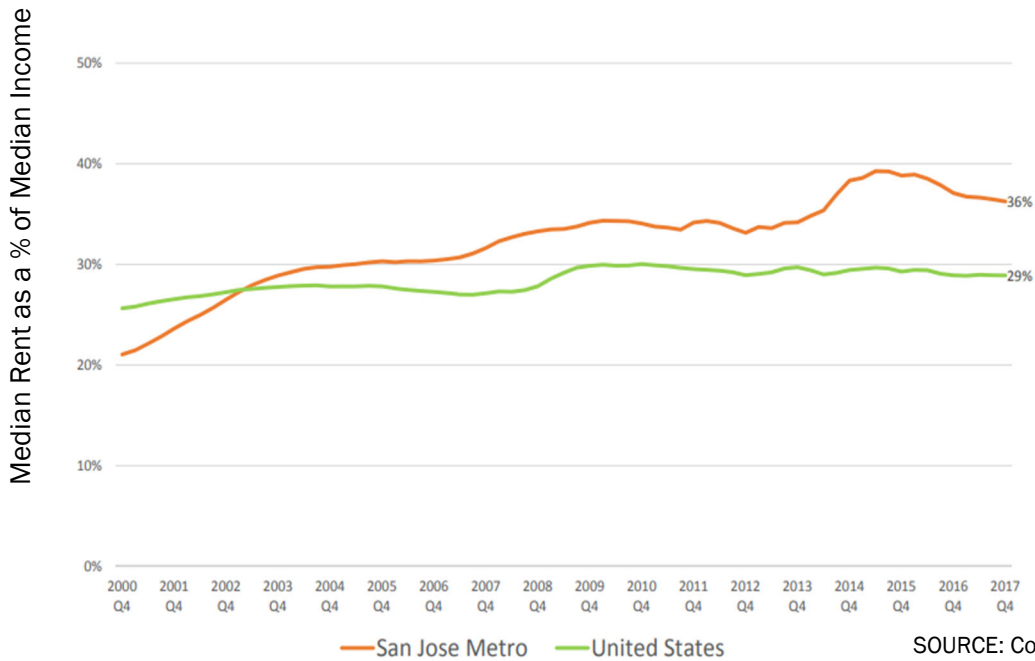


SOURCE: Costar April 9, 2018

<sup>1</sup>Based on April 9, 2018 Costar average rents; income calculation assumes rents are 30% of income, 40-hour work week and a single income household.

# HOUSING TRENDS

## San José Renters Spend 36% of their Income on Rent than the 29% National Average



The financial burden caused by the high cost of rent in San José leads to challenges including displacement and overcrowded housing conditions.

**Hardship caused by displacement:** Displacement through evictions due to non-payment of rent can destabilize the living situation of renters and have a direct impact on the health of San José's residents. The consequences may result in uprooting children from schools, disrupting social ties and networks that are integral to citizens' welfare and the stability of communities. It may also create undue hardship for low-income residents through additional relocation costs, stress and anxiety, and the threat of homelessness due to the lack of alternative housing.

**Overcrowded housing conditions:** The high cost of rents often leads to an overcrowded living environment. Fifteen percent of San Jose's rental households are overcrowded. Research on overcrowded living conditions has found that these environments harm family relationships; negatively impact children's education; and can lead to depression, stress, and anxiety.



# MAJOR POLICY CHANGES

## Rent Stabilization Program Since 1979

In 1979, the City Council created the rental Dispute Mediation and Arbitration Ordinance, codified under San José Municipal Code Chapter 17.23, in order to address the "substantial upward pressure on residential rents." Commonly known as the Apartment Rent Ordinance (ARO), the program's public policy purposes are further clarified in the Ordinance's statement:

In order to protect the health, safety and welfare of the citizens of San Jose, this chapter is a necessary measure designed to alleviate some of the more immediate needs created by San José's housing situation. These needs include but are not limited to:

- the prevention of excessive and unreasonable rent increases;
- the alleviation of undue hardship upon individual tenants; and
- the assurance to landlords of a fair and reasonable return on the value of their property.

The Rent Stabilization Program (formerly known as the Rental Rights and Referrals Program) administers the ARO, Mobilehome Rent Ordinance, and currently also the TPO and Ellis Act Ordinance.

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## Rent Stabilization Program Since 1979

On June 23, 2015, after several years of significant rent increases that resulted in the highest rents in San José's history, the City Council identified potential modifications to the ARO as its second-highest policy priority. On September 1, 2015, the City Council approved a staff workplan to explore potential modifications to the ARO. As part of this workplan, staff was directed to consider a just-cause ordinance.

Several actions strengthening tenant protections in San José were brought forward for consideration by the City Council on April 19, 2016. The City Council directed staff to develop an Anti-Retaliation and Protection Ordinance. This direction created termination of tenancy protections for tenants living in apartments who were experiencing housing, building, and fire code violations, needed important repairs, or who exercised their rights in the ARO. The Anti-Retaliation and Protection Ordinance was subsequently renamed as the Tenant Protection Ordinance.

On May 10, 2016, the City Council directed staff to develop a local Ellis Act Ordinance to address the removal of rent stabilized properties from the rental market. The Council gave this direction as part of the policies adopted to strengthen the ARO.

**September 7, 1979**  
ARO adopted.

**1985**  
Mobilehome Rent Ordinance adopted.

**2003**  
Noticing extended for no-cause notices adopted.

**May 10, 2016**  
8% Cap to 5% Rent Cap  
No debt service & capital improvements

**August 30, 2016**  
Interim Ordinance Regulations  
Fair return process established

**April 25, 2017**  
Ellis Act Ordinance adopted.  
Effective May 25, 2017

**May 9, 2017**  
TPO Urgency Ordinance adopted.  
Effective May 10, 2017



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# MAJOR POLICY CHANGES 2017-2018

## Summary of Changes to the Apartment Rent Ordinance

The Housing Department began the process of updating the ARO and Regulations in August 2017, releasing drafts for public review and feedback. Staff conducted public meetings with owners and tenants to discuss the draft ordinance.

In the Fall of 2017, staff returned to the City Council with the proposed amendments to the ARO and Regulations. On November 14, 2017, the City Council approved the Apartment Rent Ordinance (ARO), amending Parts 1 through 9 of Chapter 17.23 of Title 17 of the San José Municipal Code to make changes, which included some of the following: revising the petition and hearing process, providing for the registration of rent stabilized units, exempting certain affordable housing units from annual rent increase limitations, and authorizing tenant buyout agreements.

On April 24, 2018, the City Council approved an amendment to the ARO to clarify that the pass through of utility charges via Ratio Utility Billing Systems (RUBS) or other unmetered allocations is not permitted after October 31, 2018. The Council additionally approved an owner's right to petition for a one-time rent increase where there existed prior to April 30, 2018 a written utility pass through contracts for water, sewer and/or garbage.

**October 24, 2017**  
**Extended the Interim Ordinance.**

Effective until date of Revised ARO.

**November 14, 2017**  
**Revised the Apartment Rent Ordinance**

to maintain 5%; revise the petition and hearing process, rent registry, and include voucher holders. Effective December 29, 2017

**April 24, 2018**  
**Revised the Apartment Rent Ordinance**

to no longer allow utilities to be passed through to ARO tenants. Effective July 5, 2018

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# MAJOR POLICY CHANGES 2017-2018

## Summary of Changes to the Tenant Protection Ordinance

Through the public outreach process, concerns were voiced over the family exemption to the material or habitual violations of tenancy for unauthorized occupants. On November 14, 2017, City Council approved amendments to the TPO, limiting which additional family members were exempt by removing brother and sister. The exemption applies to spouses, domestic partners, parents, children (including a foster child). Additionally, the protection for adults is limited to circumstances where the number of adults in the apartment does not exceed the greater of the number of occupants allowed by the rental agreement, or two adults per bedroom.

On April 24, 2018, the City Council approved amendments to include a provision that prohibits owners from disclosing, or threatening to disclose, tenants' and/or tenant associates' immigration or citizenship status to authorities for the purposes or intent of retaliation, harassment, intimidation, or to recover possession of a rental unit. The TPO includes provisions that are consistent with applicable parts of new state law (Assembly Bill 291 signed into law October 5, 2017).

On April 24, the City Council also approved adding "criminal activity" as a separate just cause basis for eviction when a tenant is "held to answer" for a serious or violent felony as defined under the California Penal Code that is committed during the tenancy and within 1,000 feet of the premises. A landlord, before terminating a tenancy, must allow the tenants at the rental unit the "opportunity to cure" by removing the tenant who was held to answer from the apartment or from the lease agreement.

**May 9, 2017**

**Tenant Protection Ordinance Urgency Ordinance adopted**

to implement Just Cause protections and eliminate no-cause notices.

Effective May 10, 2017

**November 14, 2017**

**Revised Tenant Protection Ordinance adopted**

to remove brother and sister as one of the categories of additional family members covered by the exemption to the TPO's allowed eviction for material or habitual violation of their rental agreement. Effective December 29, 2017

**April 24, 2018**

**Revised Tenant Protection Ordinance**

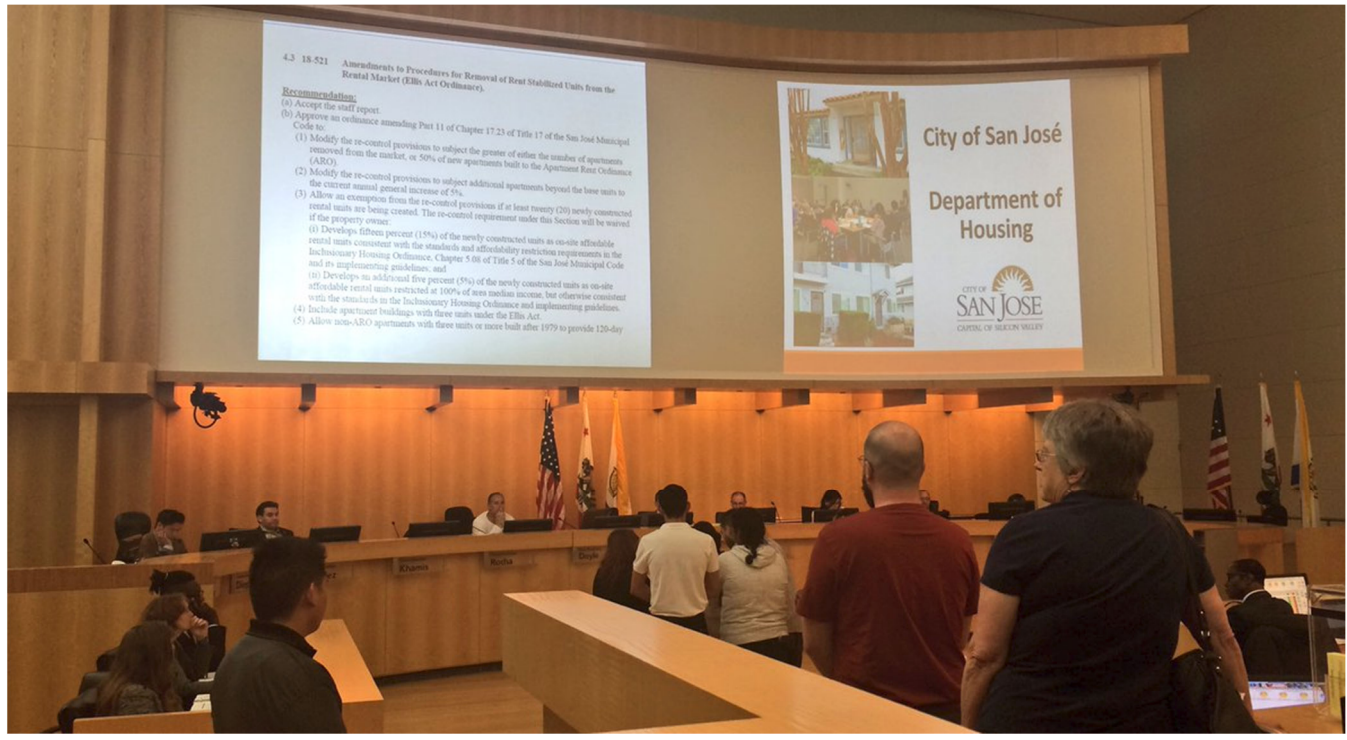
to prohibit disclosure of immigration status in retaliation; include criminal activity as an additional Just Cause reason; include "opportunity to cure." Effective July 5, 2018.

# MAJOR POLICY CHANGES 2017-2018

## Summary of Changes to the Ellis Act Ordinance

On April 24, 2018, the City Council approved an amendment to the Ellis Act Ordinance amending Part 11 of Chapter 17.23 of the San José Municipal Code to: modify the re-control provisions to permit re-control under the Apartment Rent Control Ordinance (ARO) of the greater of either the number of apartments removed from the market, or 50% of newly-built apartments to the Apartment Rent Ordinance (ARO), include apartment buildings with three units under the Ellis Act, allow non-ARO apartments with three units or more built after 1979 to provide a 120-day notification to their tenants and the City, and to provide relocation consultant services to impacted tenants.

- April 25, 2017  
**Ellis Act Ordinance adopted.**  
Effective May 25, 2017
  
- April 24, 2018  
**Revise the Ellis Act Ordinance**  
to extend to three-unit properties; for those built post-1979, require a 120-day notification and relocation consultant services; modify the re-control provisions. Effective July 5, 2018





# PETITIONS SUMMARY – MEDIATIONS & HEARINGS

The Rent Stabilization Program handles tenant and landlord-initiated petitions. Through its hearing officers, they conduct mediations and administrative hearings to assist members of the public seeking to resolve rental issues.

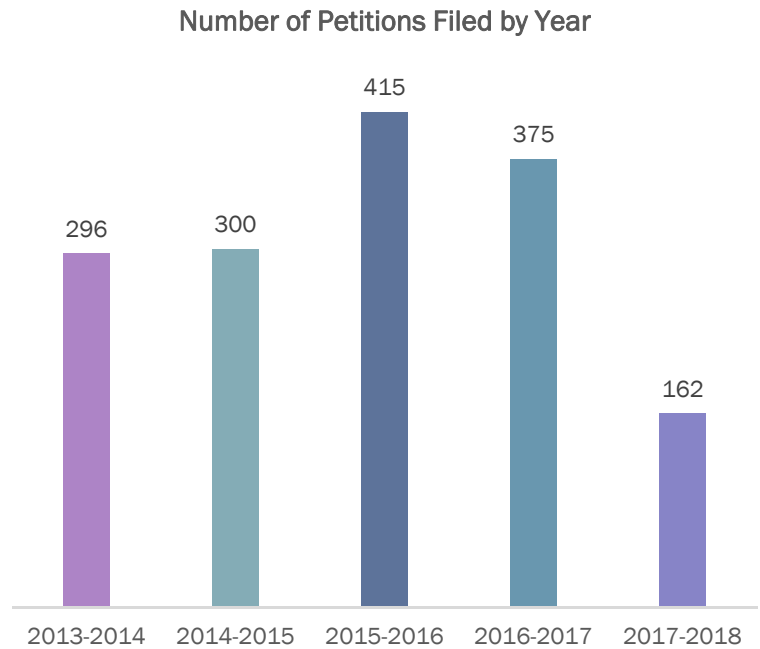
Mediations are held to settle disputes without the need for a hearing. Participation in a mediation is voluntary. Administrative hearings are held for cases not resolved through mediation. At these hearings, the hearing officer reviews evidence and hears testimony from the parties. After the administrative hearing process, the hearing officer issues a detailed written decision. Some cases are more complex and may require multiple hearings. Most petitions filed are resolved through mutual agreement.



# PETITIONS SUMMARY

## Number of Petitions Filed

The data below represents figures over a five-year period from 2013-2018. There were 1,548 petitions filed with the Rent Stabilization Program. During 2017-2018, 162 petitions were filed with Rent Stabilization Program, a 44% decrease from the previous year 2016-2017. This decrease may be credited to the extensive staff outreach to raise awareness of the 5% rent increase under the ARO and also limitations on rent increases and fees. Prior to 2017, a significant number of petitions was filed for 8%-21% rent increases and debt service pass through. There were also no longer hearings scheduled for the no-cause notices.

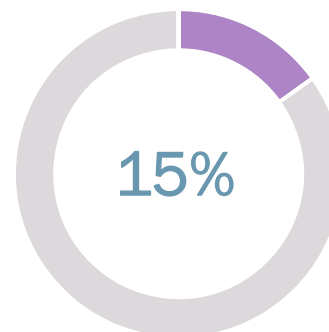
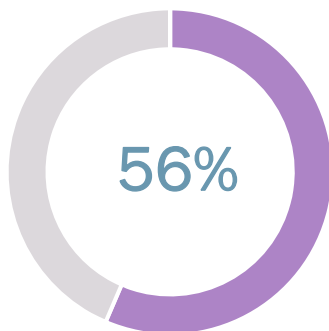


SOURCE: City of San José, Housing Department

## Petitions Filed During the 2017-2018 With Alleged Ordinance Violations

130 Service Reduction

35 Rent Increase



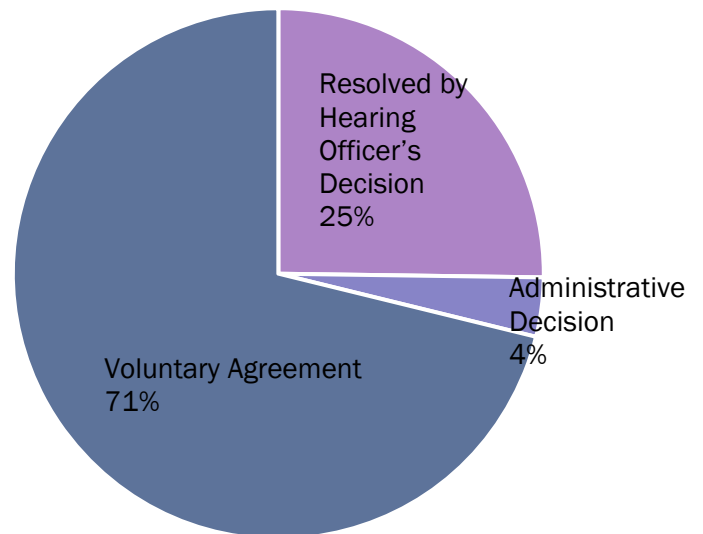
# PETITIONS SUMMARY

## Outcomes of Petitions

The outcome of the 161 tenant and landlord petitions filed with the Rent Stabilization Program for the 2017-2018 are provided below.

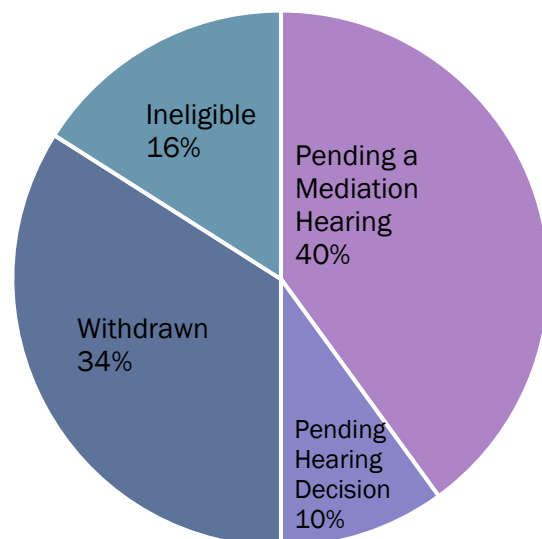
### Resolved Petitions

Resolved Petitions	# of Petitions	
Resolved by Voluntary mutual agreements	79	71%
Resolved by Hearing Officer's Decision	28	25%
By Administrative Decision	4	4%
<b>TOTAL</b>	<b>111</b>	



### Pending Petitions

Type of Pending Petition	# of Petitions	
Pending a mediation hearing <i>All pending are regarding utility charges</i>	20	40%
Pending Hearing Decision	5	10%
Ineligible	8	16%
Withdrawn by a tenant prior to the mediation hearing;	17	34%
<b>TOTAL</b>	<b>50</b>	



# PETITIONS SUMMARY

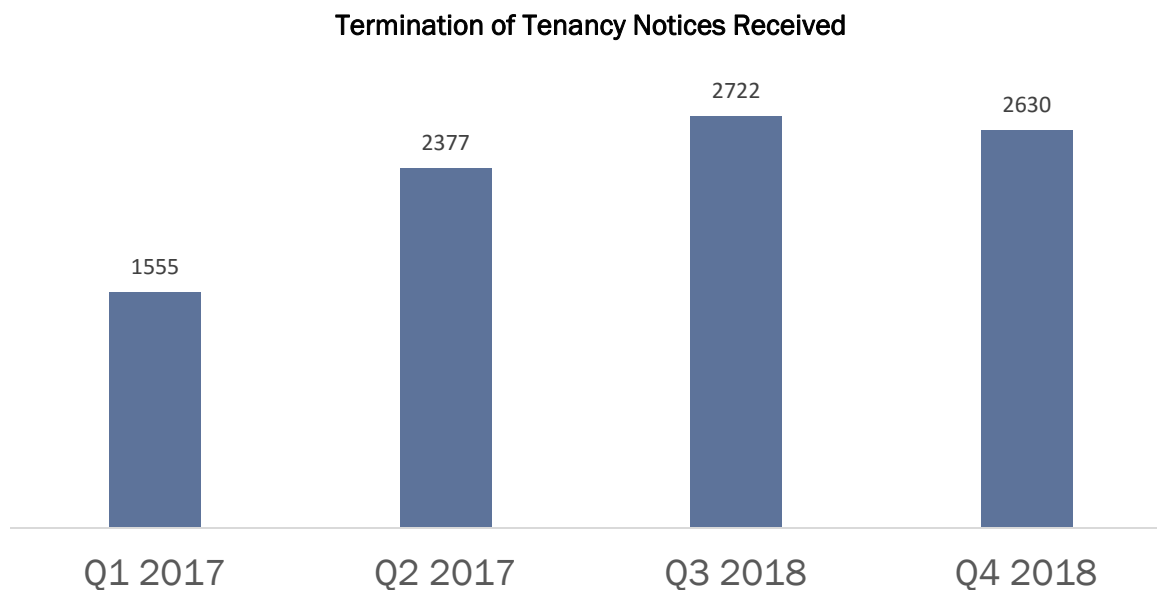
## Just Cause Notices Received

The Tenant Protection Ordinance (TPO) requires all notices of termination to state a "just cause." This applies to tenants living in apartment buildings with three or more units, including voucher holders. Under the Tenant Protection Ordinance, owners must submit copies of any notices of termination to the City, including 3-day notices, 30-60-90 day notices, and Summons & Complaints.

From July 1, 2017 through June 30, 2018, the City received **9,304** notices for just cause terminations.

The Rent Stabilization Program monitors evictions to ensure compliance with the Tenant Protection Ordinance, which limits grounds for eviction. An owner's failure to submit a copy of a notice of termination of tenancy to the City within three days of serving the tenant may be used by the tenant as a defense in an eviction action.

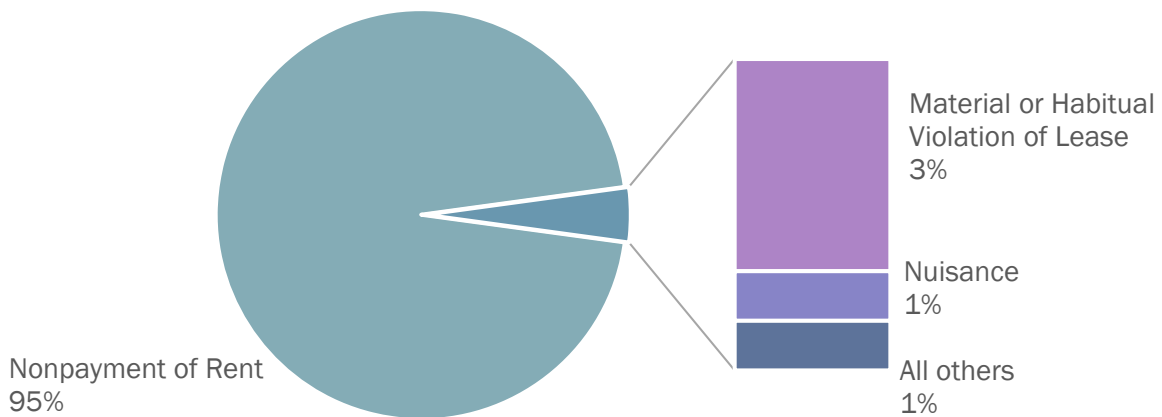
Under TPO, there are 13 just causes. Certain causes require the owner to provide relocation assistance to the tenant. The following reasons no longer constitute cause for termination of a tenancy: change in ownership, foreclosure of property, and expiration of a fixed-term lease. The table below illustrates the number of each type of termination of tenancy notice filed with the Rent Board during this time period:



# PETITIONS SUMMARY

## Just Cause Notices Received

Approximately 96% of termination of tenancy notices served from 2017-2018 were for nonpayment of rent.



Just Cause Submissions		Total
1	Nonpayment of rent	8,903
2	Material or habitual violation of tenancy	274
3	Substantial damage to the rent unit	5
4	Refusal to agree to a like or new rental agreement	5
5	Nuisance behavior	63
6	Refusing access to the unit	3
7	Unapproved holdover subtenant	19
8	Criminal activity	1
9	Substantial rehabilitation of the unit	5
10	Ellis Act Removal	0
11	Owner move-in	15
12	Order to vacate	8
13	Vacation of unpermitted unit	3
	<b>Total</b>	<b>9,304</b>



# MOBILEHOME RENT PROGRAM

The Rent Stabilization Program also provides services to mobilehome owners, park owners, park managers, and park residents to provide education and information to improve their relationships. There are 59 mobile home parks in San José that are home to approximately 35,000 residents - the largest number of mobile home households in California.

- 59** Number of Mobilehome parks covered by the Mobilehome Rent Ordinance
- 10,840** Number of Mobilehome lots covered by the Mobilehome Rent Ordinance
- 188** Inquiries regarding mobilehomes



## SUMMARY OF CHANGES TO THE “OPT-IN/STAY-IN-BUSINESS”

Since 2015, the City Council has taken several actions regarding mobilehome park preservation. One of those actions directed the Housing Department to explore the “Opt-In/Stay-In Business” (Opt-In) concept proposed by mobilehome park owners. Opt-In was intended to provide mobilehome park owners with financial incentives to make needed capital improvements in return for keeping parks operating for a defined period of time. From February through July 2017, an Opt-In/Stay-In Business Advisory Committee composed of park owners and residents met and worked diligently to discuss the components of the Opt-In Concept. Park owner representatives strongly opposed resident consent to Opt-In, while resident committee members favored some form of consent.

On March 13, 2018, City Council unanimously voted to stop pursuing the “Opt-In/Stay-In-Business” concept proposed by mobile home park owners. The City Council also directed the Planning Department to create a land use designation that is exclusively reserved for mobile home parks. This item will not be implemented immediately because a Council majority chose not to support the immediate prioritization of this issue. Without Council’s action to immediately move forward a general plan land use designation, the preservation of mobile home parks will not begin until next year.



**February 26, 2016**  
Continued working with Mobilehome owners and park owners to seek a compromise on the “Opt-In/Stay-In-Business” proposal

**February 23, 2017-  
July 26, 2017**  
The Housing Department convened the Advisory Committee.

**March 13, 2018**  
Ended development of “Opt-In/Stay-In-Business” concept



# ACTIVITIES & OUTREACH

The Rent Stabilization Program regularly communicates with a variety of stakeholders, including tenants, landlords and managers, and other City staff members and agencies. Mailings, community meetings, and interdepartmental meetings provide opportunities to discuss the program’s ordinances.

<b>Direct communication with members of the public</b>	<b>5,615</b>
<ul style="list-style-type: none"> <li>• Spanish inquiries</li> <li>• Vietnamese inquiries</li> <li>• English inquiries</li> </ul>	395 138 5,082
<b>Community meetings &amp; tabling events</b>	<b>48</b>
<ul style="list-style-type: none"> <li>• Community Meetings</li> <li>• Tabling Events</li> </ul>	18 30



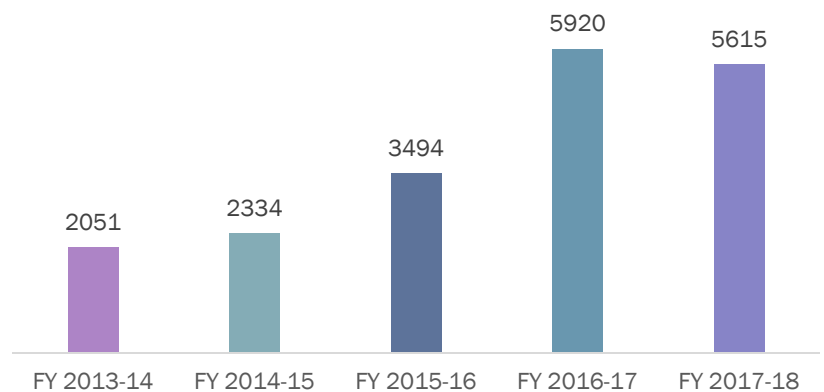
# ACTIVITIES AND OUTREACH

## Direct Communication with Members of the Public

Educating people about the program ordinances and responding to public inquiries are among the most important services provided by the Rent Stabilization Program. Whether in person at City Hall, by telephone, mail or e-mail, staff fields a high volume of inquiries from the public.

During 2017-2018, the Rent Stabilization Program received **5.615** inquires.

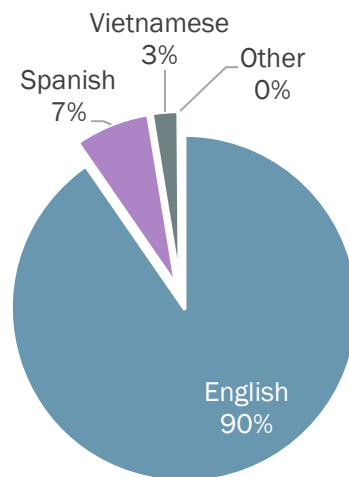
Number of Customer Contacts 2013 - 2018



## Multilingual Communication with Members of the Public

During 2017-2018, multilingual staff responded to **395** inquires in Spanish and **138** inquiries in Vietnamese.

Number of Customer Contacts by Language 2017-2018



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# ACTIVITIES AND OUTREACH

## Community Meetings

Staff members participate in a variety of events to interact with the community and convey information about program ordinances. Some of these events are forums to share information and answer questions from the public. Every year, the Rent Stabilization Program presents information specifically to owners and tenants. Upon request, smaller presentations are prepared for specific groups, such as realtor associations or building-specific organizations.

- **18** community meetings
- **44** stakeholder meetings
- **22** tabling and public outreach
- **5** mobilehome outreach
- **3** winter resource fairs for emergency preparedness

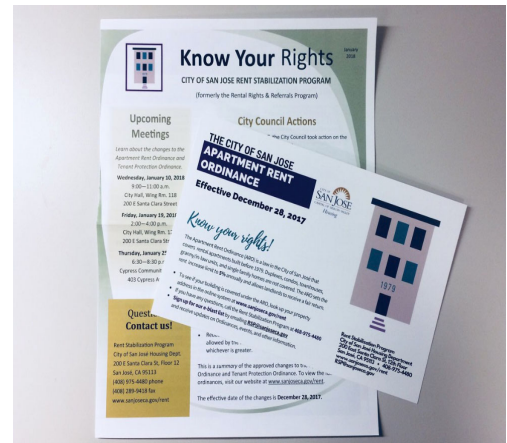




# ACTIVITIES AND OUTREACH

## Newsletters

The Rent Stabilization Program published two newsletters in 2017-2018. The newsletters addressed new policy changes that affect tenants and owners of residential rental property in San José, and included information about upcoming workshops or meetings, as well as information on other important topics and programs.



- In January 2018, the Rent Stabilization Program sent a mailer out to approximately 40,000 tenants and owners to provide information on amendments to the Apartment Rent Ordinance, staffing plan and associated rent increase, and the Tenant Protection Ordinance.
- On June 29, 2018, the Rent Stabilization Program sent a mailer to 4,000 owners providing information on the amendments to the Apartment Rent Ordinance, Tenant Protection Ordinance, and Ellis Act Ordinance that were approved on April 24, 2018. Program staff also mailed apartment fee-exemption forms to owners of rent stabilized properties.

Copies of recent newsletters may be viewed on the program website.

## Electronic Communications

**1,334**

Total number of contacts on list (since October 2010)

**245**

Contacts added in 2017-2018 (18% Increase)

Electronic communications represent an increasing portion of the Rent Stabilization Program’s public contacts. Constituents interested in receiving periodic e-mails regarding the announcements and upcoming meetings may sign up on the website at [www.sanjoseca.gov/rent](http://www.sanjoseca.gov/rent).



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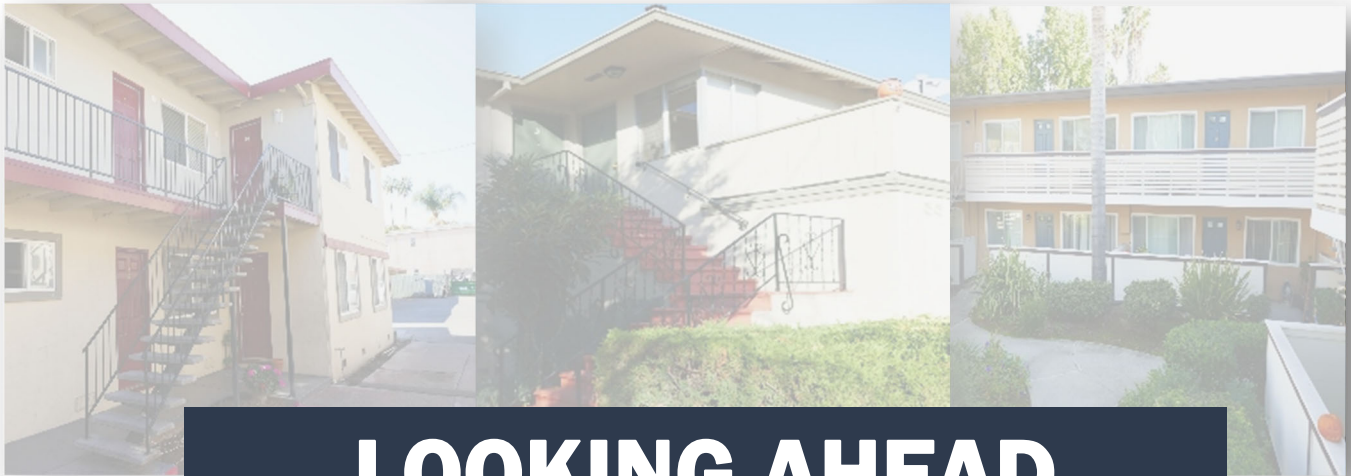
# ACTIVITIES AND OUTREACH

## Public Service Announcements

The two PSA videos explaining allowable rent increases and just cause notices have received **871** views on YouTube.

The Rent Stabilization Program recorded two public service announcements in collaboration with CreaTV on Free PSA Days on June 17, 2017 and June 26, 2018. CreaTV San José is a non-profit community media center that manages four public and education channels for the City of San Jose. More than 150,000 Comcast Cable subscribers in San José and parts of Campbell watch locally produced programming.





# LOOKING AHEAD

Looking ahead to 2018-2019, the Rent Stabilization Program will continue to implement the ARO, TPO, Ellis, and Mobilehome ordinances and programs through community education, policy analysis, and implementation of program components.

## Program and Policy Priorities 2018-2019

<p><b>Program</b></p>	<ul style="list-style-type: none"><li>• Expand the use of innovative outreach tools by creating informational / info-graphic education videos, establishing social media presence, and conducting targeted outreach.</li><li>• Continue to educate tenants, landlords, and members of the public about the Rent Stabilization Program and its ordinances.</li><li>• Work collaboratively with other City departments to improve housing inspection options and strengthen housing policy.</li><li>• Improve the Rent Stabilization Program website.</li></ul>
<p><b>Rent Registry</b></p>	<ul style="list-style-type: none"><li>• Implementation of the rent registry</li><li>• Compliance monitoring</li><li>• Workshops to provide information on how to use the new online system</li></ul>

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# LOOKING AHEAD

## Policy Research

### APARTMENT RENT ORDINANCE

- Collaborate with the Planning, Building and Code Enforcement Department to develop a program to retrofit existing buildings for earthquake/seismic upgrades
- Explore incentives to encourage owners to reinvest/rehabilitate rent stabilized buildings, upgrading plumbing, electrical roofing

### TENANT PROTECTION ORDINANCE

- Extend Ordinance coverage to duplexes
- Determine fees for duplex owners
- Notice in public areas regarding immigration status
- Right to repossession policy research
- Rights for domestic violence

### ELLIS ACT ORDINANCE

- Update the relocation fees
- Develop outreach to duplex owners
- Extend Ordinance coverage to duplexes policy research

## Mobilehome

- Continue Mobilehome outreach and engagement
- Explore preservation of Mobilehome parks as directed by City Council





# 2017-2018 ANNUAL REPORT

## Rent Stabilization Program

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